

Requirements for customer returns (not claims)

Dear business partner,

There are many reasons why goods may need to be returned. Should you need to return goods to us where no claims apply, please observe the following instructions.

Requirements for returning saleable goods:

- The packaging must be clean and free from damage, writing and labels.
- The goods must be in their original packaging.
- Please inform your area sales manager before returning any goods.
- Your area sales manager will provide you with a returns order number.
Please include the number on your return.
- A copy of the invoice must be included with your return for each item position.
- The invoice must be dated within the last three years.

The deductions from the value of the goods depend on the invoice date and are as follows:

a) Invoice date not more than 3 months ago	0%
b) Invoice date 3-12 months	20%
c) Invoice date 13-24 months	30%
d) Invoice date 25-36 months	40%

We reserve the right to apply deductions for costs incurred as a result of inspections, re-storage processes and any other unplanned expenditure. Please contact your area sales manager for more information.

The following can not be returned:

- Goods from special sales
- Country-specific goods
- Sale products
- Products that have been replaced with other articles
- Returns that have not been agreed with us
- Goods in an unsaleable condition (see above)
- Catalogues and other printed items, CDs/DVDs, advertising material

Please agree the further procedure with us before returning the goods.

Thank you.

Your sales team